



**U.S. Department of the Interior**  
**"To-Be" Trust Business Model**  
**Process Template**

**Title: Analyze Inquiry/Request Data**

*Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)*

**Process Number**

**B.4**

**1. Process Definition** *Provide an overview of the process and define its starting and ending points*

<b>1.1 Starts With</b>	Evaluation of tracking data
<b>1.2 Process Overview</b>	<p>The analysis of the inquiry / request tracking data, which includes the satisfaction survey results, identifies opportunities for improving the trust business operations and enhancing the department's outreach program.</p> <p>Sub processes include:</p> <ul style="list-style-type: none"><li>• B.4.1 – Analyze Tracking Data</li><li>• B.4.2 – Package Business Improvements</li></ul>
<b>1.3 Stops With</b>	Recommendation for business improvement, education, and/or outreach opportunity.

**2. Trust Business Objectives** *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

<b>Goal/Objective</b>
Foster expansion of self-governance compacts and self-determination contracts in a manner consistent with DOI's fiduciary responsibilities.
Develop and maintain business processes and practices that are complete, consistent, reliable, and based on appropriate fiduciary standards.

**3. How should Beneficiaries be involved in this process?**

<b>Beneficiary Involvement</b>
The beneficiary is involved with the initial definition of potential outreach / educational opportunities.



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**4. Organizations, Offices and Roles.** *Identify the DOI organizations and related roles that should be involved in performing the process.*

**4.1 DOI Organizations.** *Identify the DOI organizations, offices and individual roles that contribute to this process.*

*DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.*

*Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.*

*All individual roles that contribute, in a significant manner, should be identified.*

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
BLM	Field Office		Participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.
MMS	Field Office		Participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.
OHA	Regional Office		Participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.
Compacted / Contracted Tribes	Tribal / Consortium Office		Serve as a single point of contact for beneficiaries and depends upon the degree of self-determination or  participate as committee member to perform analysis to identify potential business improvements and outreach opportunities.



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Organization	Office	Role	Contribution
OST	Comprehensive Trust Management Plan (CTM) Group		Review and approve the business improvement opportunities and associated recommendations so they may be presented to the TESC.  Partner with the TPMC for implementation of the business improvement opportunities / recommendations approved by the TESC.
DOI	Trust Executive Steering Committee (TESC)		Final review and approval of the business improvement opportunities and associated recommendations.
OST	Trust Program Management Center (TPMC)		Partner with the CTM Group for implementation of the business improvement opportunities / recommendations approved by the TESC.
DOI	Universal Support		Universal support representatives provide expertise for their respective function.

**4.2 External Organizations.** *Identify the non-DOI organizations that support the execution of or contribute to this process.*

External Organization	Contribution
None	



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- 5. Event(s)** Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).

Event	Description	Estimated Frequency
Decision to analyze the tracking data	A decision is made as to when the tracking data should be analyzed.	
Identification of potential business improvement opportunities	Potential business improvement opportunities with initial recommendations are identified from the analysis of the tracking data.	

- 6. Inputs and Outputs.** Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.

**6.1 Inputs**

Input	Description
Tracking data	The tracking data is analyzed to determine outreach / educational opportunities and internal business improvement opportunities.
Identified potential business improvement opportunities	The B.4.1 process identifies potential business improvement opportunities with initial recommendations.

**6.2 Outputs**

Output	Description
Identified business improvement opportunities	Potential DOI business improvements, with initial recommendations may be identified from the tracking data analysis.
Identified outreach / educational opportunities	Potential outreach and beneficiary educational opportunities, with initial recommendations may be identified from the tracking data analysis.
Approved business improvement initiatives	Business improvement initiatives are approved by the TESC for implementation by the partnership of the CTM Group and TPMC.



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## 7. Fiduciary and Legal Obligations and Controls

### 7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.
25 CFR 115 (Trust Funds for Tribes and Individual Indians Regulations)		Provides regulations governing beneficiary trust accounts.
25 CFR 1200 (American Indian Trust Fund Management Reform Act)		Establishes oversight on DOI Trust reform efforts and allows the Secretary to discharge trust responsibilities.
25 USC 4001		Provides authority for 25 CFR 1200.

### 7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
None		

## 8. Mechanisms (Systems of Record)

Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
Tracking System	Tracking data is used for the analysis and subsequent annotations.



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**9. Inter-Process Relationships** *Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.*

**9.1 Predecessors.** *Predecessors are processes that either produce information required by this process or that result in the need to execute this process.*

Process No.	Name	Condition of Relationship
B.4.1	Analyze Tracking Data	The analysis of the tracking data may provide business process improvement opportunities.

**9.2 Successors.** *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
B.4.2	Package Business Improvements	The analysis of the tracking data may provide business process improvement opportunities.
B.5.1	Conduct Outreach Activity	The analysis of the tracking data may provide beneficiary outreach opportunities.

**10. Comments** *Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)*

Category	Comment
Note	A method needs to be developed to keep the analysis' results to determine long-term trends. For example, a database of the analysis results may be the method.
Note	Business improvements may be either local or departmental. Local business improvement opportunities should be assigned to the respective Integrated Servicing Office for further analysis and implementation. Departmental business improvement opportunities are processed by B.4.2.
Note	The tracking of the business improvement initiatives is performed by the project management tracking system used by the TPMC.
Note	The committee that performs the additional analysis is the same committee that performs the initial analysis in B.4.1.



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Category	Comment
Note	There needs to be a capability to store the identified business improvement opportunities for future trend analysis.